

Model Instance Name:

Onboarding Manager

MID: NEW

Date: 8/06/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for using Onboarding Manager. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Examples

Welcome Text Example

The screenshot shows a web browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The address bar shows a URL from "foreseeresults.com". The page content includes the FORESEE logo, the title "Customer Satisfaction Survey", and a welcome message: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve." Below this is a request for feedback: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note indicates "Required questions are denoted by an *". Question 1 is a required rating question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The rating scale ranges from 1 (Poor) to 10 (Excellent), with a "Don't Know" option.

Thank You Text Example

The screenshot shows a survey page with a "Thank you" message: "Thank you for taking our survey - and for helping us serve you better." Below the message is a "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom, there are "Cancel" and "Submit" buttons. A copyright notice reads "Copyright 2010 - all rights reserved". At the very bottom, there are links for "ForeSee Results", "Privacy Policy", and "Survey Support".

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Partitioned? No

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

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Element rotation scheme has been added



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MQ Label		ELEMENTS (drivers of satisfaction)	MQ Label	SATISFACTION	MQ Label	FUTURE BEHAVIORS
		Support Information (1=Poor, 10=Excellent, Don't Know)	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)		Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Support Information - Thoroughness		If you needed any assistance during your visit today, please rate the thoroughness of support information on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10= Exceeds)	Use Web Channel Over Others	After today's website visit, how likely are you to use this site rather than seeking other ways in which to submit your information?
Support Information - Understandable		If you needed any assistance during your visit today, please rate how understandable the support information is on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)		Call (1=Very Unlikely, 10=Very Likely)
Support Information - Answers		If you needed any assistance during your visit today, please rate how well the support information provides answers to your questions .			Call	After today's website visit, how likely are you to call the help desk regarding the forms you completed or documents you submitted ?
		Navigation (1=Poor, 10=Excellent, Don't Know)				Recommend (1=Very Unlikely, 10=Very Likely)
Navigation - Organized		Please rate how well the site is organized .			Recommend	After today's website visit, how likely are you to recommend this site to someone else who needs to submit information before starting a federal job?
Navigation - Options		Please rate the options available for navigating this site.				
Navigation - Layout		Please rate how well the site layout helps you find what you are looking for .				
		Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading		Please rate how quickly pages load on this site.				
Site Performance - Consistency		Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors		Please rate the ability to load pages without getting error messages on this site.				
		Functionality (1=Poor, 10=Excellent, Don't Know)				
Functionality - Usefulness		Please rate the usefulness of the website tools provided on this site.				
Functionality - Convenient		Please rate the convenient placement of the website tools on this site.				
Functionality - Variety		Please rate the variety of website tools on this site.				

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Onboarding Manager CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
NEW		Is today your first visit to the Onboarding Manager website?	Yes No	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	First Visit
NEW	A	Please indicate the reason for today's visit.	I ran out of time on my last visit I did not have all of my information with me last time The website was not working last time Other		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Reason For Return
NEW		Did you complete a form on today's visit?	Yes No	B	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Complete Form
NEW	B	How was your experience with completing a form today?	No problems at all I ran into a little trouble	C, D	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Completing Experience
NEW	C	Please explain the trouble you experienced with completing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Completing
NEW	D	What form was it?	It was: I'm not sure	E	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Form
NEW	E	Please indicate the form so we can make improvements.			Text area, no char limit		No	Skip Logic Group*	Name of Form
NEW		Did you electronically sign a form on today's visit?	Yes No	F	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Sign Form
NEW	F	How was your experience with signing a form today?	No problems at all I ran into a little trouble	G	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Signing Experience
NEW	G	Please explain the trouble you experienced with signing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Signing
NEW		Did you submit any forms today?	Yes No	H	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Submit Form
NEW	H	Did you receive a notification from the system about your submitted form(s)?	Yes, that my form was complete Yes, but not indicating my form was complete No		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Form Notification
NEW		Did you upload any documents on today's visit?	Yes No	J	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Upload Document
NEW	J	How was your experience with uploading a document today?	No problems at all I ran into a little trouble	K, L	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Upload Experience
NEW	K	Please explain the trouble you experienced with uploading a document.			Text area, no char limit		No	Skip Logic Group*	Upload Trouble
NEW	L	What document was it?	It was: I'm not sure	M	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Document
NEW	M	Please indicate the document so we can make improvements.			Text area, no char limit		No	Skip Logic Group*	Name of Document
NEW		From what you can tell so far, will you need to return to Onboarding Manager to fill out and/or submit any additional paperwork or forms prior to beginning your new assignment?	Yes No Not sure	N	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Need to Return
NEW	N	Why will you need to return?	I don't have enough time today I do not have all of my information with me The website is not working Other		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Why Need To Return
NEW		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not No, I have never worked for the Federal government		Radio button, one-up vertical	Single	Yes		Work For Gov
NEW		Do you use a computer daily in your current job?	Yes No		Radio button, one-up vertical	Single	Yes		Use Computer

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
NEW		What one change would most improve your experience in using Onboarding Manager?	I'm not currently working		Text area, no char limit		No		One Change
Customer Passed Parameters From Onboarding Manager									
		Grade Series Location Agency Position CPDF							
Customer Passed Parameters Collected Automatically									
		Browser Operating System Pages Viewed Flash version Referring URL							

Base Element Order	Version 2	Version 3
Support Information	Functionality	Site Performance
Navigation	Site Performance	Support Information
Site Performance	Navigation	Functionality
Functionality	Support Information	Navigation

Version 4

Navigation

Functionality

Support Information

Site Performance